Moving forward after the loss of a loved one can be stressful and overwhelming. There are a lot of things to consider and act on when settling an estate, beyond life insurance. Prudential’s Services After the Claim Guide provides an overview of steps you’ll need to notify key financial institutions and social media outlets about the loss of a loved one. Settling these types of accounts can help you protect your loved one’s identity.

**Notify the Social Security Administration (SSA)**

The SSA prefers that a family member/beneficiary reports the loss of the loved one. But, a family member/beneficiary can ask a funeral director to complete the Statement of Death by a Funeral Director (SSA-721) and send it to the SSA.

**Notify SSA on your own:**

Option 1: Call 1-800-772-1213, where you’ll be asked to provide:

- Name of deceased
- Deceased’s Social Security number
- Deceased’s date of birth
- Date of death
- Your address
- Your phone number
- Relationship to deceased

Option 2: Visit a local Social Security office.

**Apply for survivor benefits.**

If you’re a Spouse or Dependent Child, you may be eligible to apply for Survivor Benefits. To find out if you’re eligible, call 1-800-772-1213 or visit a local Social Security office.

**Notify credit reporting agencies: Experian, Equifax, and TransUnion**

Customize our cover letters with your information and mail them to the addresses listed on the letters. Don’t forget to include a copy of the death certificate with each letter.

You can find our cover letters at [www.prudential.com/beneficiary](http://www.prudential.com/beneficiary). Just click on “Notify Credit Agencies and Financial Institutions.”

**Notify financial institutions**

Financial institutions may include banks, mortgage companies, and lenders. You can notify these types of institutions to close individual accounts or separate mutual accounts.

Customize our cover letters with your information and mail them to financial institutions. Don’t forget to include a copy of the death certificate with each letter.

You can find our cover letters at [www.prudential.com/beneficiary](http://www.prudential.com/beneficiary). Just click on “Notify Credit Agencies and Financial Institutions.”
Social media settlement services

Prudential’s Beneficiary Concierge specialists can help you through this process, but they can’t act on your behalf to delete or memorialize social media accounts.

Facebook
Memorialize or delete an account:
1. Visit https://www.facebook.com/help/contact/228813257197480
2. Complete the Special Request for Medically Incapacitated or Deceased Person’s Account form.
3. Choose from:
   - Please memorialize this account
   - Please remove this account because the account owner is deceased
   - Please remove this account because the account owner is medically incapacitated
4. Click Send.

Instagram
Memorialize an account:
2. Complete the Report a Deceased Person’s Account for Memorialization on Instagram form.
3. Click Send.
Delete an account:
2. Complete the Removal Request for Deceased Person on Instagram form.
3. Click Send.

Snapchat:
Delete an account:
2. Type in the username and password for the account you want to delete.
3. Go to Snapchat Access Setting and choose Support.
4. Click My Account and Settings and choose Account Information.
5. Choose Delete My Account.
6. Provide the username and password for the account owner.
7. Click Delete.

The account will be deactivated for 30 days. Then, after 30 days, the account will be permanently deleted.

Twitter: Delete an account:
2. Click on Help Center at the bottom of the page.
4. Click How to contact Twitter about a deceased family member’s account.
5. A page opens, and you can click either Deceased User or Incapacitated User.
   - After a new page opens, click I want to request the deactivation of a deceased or incapacitated person’s account.
   - Complete both sections of the form.
   - Click Submit.